



Type of Plan	Health Maintenance Organization
Total Number of Members.....	88,556
Years of Operating Experience	17
Total Number of Primary Care Physicians (PCPs).....	283
Percentage of PCPs Accepting New Patients	87%
Percentage of Board Certified Specialty Care Physicians	87%
Number of Urgent Care Facilities	9
Number of Dentists.....	53
Percentage of Dentists Accepting New Patients	98%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	No written referral requests are required when receiving medically necessary care from participating specialty care providers. Participating specialty care providers include all UW Health Physicians and other community physicians listed in the State of Wisconsin/Wisconsin Public Employees Provider Directory under "Specialty Care Providers". This directory is also available through the State section of our web site at www.pplusic.com . Referrals to non-participating providers, all inpatient services, and selected outpatient services require Physicians Plus authorization before you receive care.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB) statement. You or your provider should then submit the itemized bill for medical services and the EOMB to Physicians Plus for processing as the secondary carrier.
On-Line Services	Go to www.pplusic.com , click the "Members" link to reach the main Members page and click "State Employee Benefits" from the menu on the left to access the state employee section of the site. Features include direct links to current provider directories, medical and dental benefit summaries, uniform benefits, the dual choice meeting schedule, answers to frequently asked questions and contact information. In addition, the site provides information on Physicians Plus' wellness initiatives and an electronic version of the Member Newsletter.
Outpatient Mental Health Network/Policy	When you need a mental health provider, contact UWMF Behavioral Health Consultation System at (608) 282-8960 or (800) 683-2300. A mental health professional will assess your situation and refer you to the appropriate provider. All mental health assessments and treatment require prior authorization.
24-Hour Nurse Line	NursePlus SM , available at 866-PPLUSRN (866-775-8776), offers 24-hour, seven-day-a-week contact with a registered nurse who's trained to address your health care questions and concerns. Helping you and your family make informed health care decisions, answering questions about care guidelines and providing information about upcoming or recent tests or procedures are just a few important functions. In addition, the Audio Message Center provides access to over 700 pre-recorded messages on a wide variety of medical topics and conditions.

ADDITIONAL INFORMATION

PCP Restrictions	Members choose a primary care physician from the list of family practitioners, internal medicine doctors, pediatricians, and obstetricians/gynecologists listed in our State of Wisconsin/Wisconsin Public Employees Provider Directory. Each family member can select a different primary care physician from our list of participating providers.
Dental Benefits Provided	Preventive dental coverage is available to all state members through participating dental providers. Dental benefits include 100% coverage for cleanings (one every six months), as well as, diagnostic, preventive and specific restorative procedures. <i>Extractions of primary teeth for orthodontic purposes</i> are covered at 50%. Physicians Plus provides orthodontic coverage at 50% of the first \$3,000 in services. Treatment must be completed before the member reaches age 19. Please call our Member Service department for more specific benefit information.
Quality Improvement Initiatives	<ul style="list-style-type: none"> Clinically, we will continue to focus on evidence-driven, population-based healthcare. Some highlights include chronic illness management programs for Depression, Diabetes, Congestive Heart Failure, and Hyperlipidemia. To improve member access to medical information and assistance, Physicians Plus has implemented a nurse call line (Nurse Plus) to facilitate 24 hour access to medical information. In our service area, we are extending our focus on customer responsiveness and problem resolution above nationally-recognized standards of call center performance.

Counties in Service Area	Hospitals in County	Major Providers in County
Columbia	Columbus Community Hospital Divine Savior Hospital	For a complete listing of our hospitals, physicians and other healthcare providers, please visit the state section of our web site or consult the Physicians Plus State of Wisconsin/Wisconsin Public Employees Provider Directory. To obtain a Provider Directory, call our Member Service Representatives at (608) 282-8900 or (800) 545-5015.
Dane	Meriter Hospital University of Wisconsin Hospital & Clinics Stoughton Hospital	
Iowa	Memorial Hospital of Iowa County	
Richland	Richland Hospital	
Rock	Memorial Community Hospital	
Sauk	Sauk Prairie Memorial Hospital	